

Subscription Type Package Tours Terms and Conditions

Booking for the Tour Contract

- 1) A Traveler who wishes to subscribe for our tour shall fill in the necessary information on the Application Form as designated by us and shall submit it to us together with the required Application Fee as specified separately by us.
* The Application Fee specified above shall be treated as part of the Tour Price, may be subject to forfeiture in the case of cancellation or may be used as a penalty charge.
 - 2) When applying for our tour, the Application Form and Application Fee must be submitted and paid within 3 days of application date for booking to be complete
 - 3) If the following people report to us before tour departure, we will make all efforts possible to meet your needs. In the case that special requests require a fee, the traveler will be required to pay for said service.
 - a. 75 years or older
 - b. People with injuries or physical disabilities.
 - c. People with illnesses
 - d. Pregnant women
 - e. People with support animals
 - f. Any others requiring special consideration
 - 4) Applications applying that are under 18 years of age require parental or guardian permission.
 - 5) Child fees is applicable to travelers age 3 to 12 at the time of departure
- Single room supplement price is 1 person for both adults and children.

Additional Fees

- 6) Addition fees are the following, 1. airline selection, 2. flight selection, 3. aircraft selection, 4. specified accommodation selection, 5. single supplement, 6. accommodation extension, 7. departure date selections, 8. day of departure/finish.
- 7) Tour Price is based on the application fees, cancellation fees, and compensation fees. It includes all additional fees.

Alterations of the Tour Contract & Tour Price

- 8) A) In cases where unusual and unforeseen circumstances arise due to reasons beyond our control, including, but not limited to acts of God/providence, acts of war, civil commotion, suspension and/or closure of Tour Services such as transport and accommodation facilities, exercises and/or orders from government and other public agencies, we may be required to change the itinerary contents of the Tour Service. In cases where the transport fare and charge applicable to the transport facilities being used for the implementation of the Package are increased or reduced considerably beyond price levels as normally assumed, due to significant changes to economic and/or other conditions, compared with the Applicable Fare and Charge specified at the time when the Package Tour was originally offered, we shall be permitted to increase or reduce the amount of the Tour Price within the range of the amount so increased or reduced. In cases where we increase the Tour Price as stated above, we shall inform the Traveler to that effect no later than the 15th day prior to the starting date of the Tour.
B) When number of applicants is odd, one applicant will be required to pay a single supplement fee. For bookings with multiple travelers, when one person cancels, a cancellation fee will be taken from the person who cancels. In addition, any traveler that becomes a single room due to another traveler's cancellation will be required to pay a single supplement fee.

Cancellation Fees (When traveler cancels contract)

- 9) The traveler may terminate the contract if they pay the designated cancellation fee.
 - A) The cost of the cancellation fee is calculated after all additional fees are included to tour price

Regarding Cancellation fees

When a traveler wishes to cancel their contract, the following fee must be paid. Contact to cancel contract are accepted during our business hours (Mon ~ Fri: 8:30~18:00).

Cancellation Fee Chart for Subscription Type Tours

Cancellation Period	Cancellation Fee
Up to 21 days before departure	None
8 to 20 days before departure	20% of the Tour Price
2 to 7 days before departure	30% of the Tour Price
Day before departure	40% of the Tour Price
Day of departure before departure	50% of the Tour Price
After departure / no contact	100% of the Tour Price

Cancellation Fee Chart for Day Tours

Cancellation Period	Cancellation Fee
Up to 11 days before departure	None
8 to 10 days before departure	20% of the Tour Price
2 to 7 days before departure	30% of the Tour Price
Day before departure	40% of the Tour Price
Day of departure before departure	50% of the Tour Price
After departure / no contact	100% of the Tour Price

Exceptions of Cancellation Fee (When traveler cancels contract)

- 10) The following cases do not require a cancellation fee to terminate a contract. (examples are only one portion)
- a. When major alterations are made to the tour contract such as the follow
 - i. Changes to tour dates
 - ii. Changes to facilities and locations to be visited
 - iii. Changes to transportation type or company
 - iv. Change to lower grade transportation or equipment
 - v. Changes of departure or ending domestic airport
 - vi. Changes to transit flights domestic or international
 - vii. Changes to type of accommodations or accommodation name
 - viii. Changes to accommodation facilities, scenery, available rooms, etc.
 - b. If the tour price is increased.
 - c. If finalized itinerary is not provided by the specified date.
 - d. When original itinerary is not applicable due reasons attributable to us.

Termination of Tour Contract (by business agent)

- 11) In the following cases, we have the right to terminate the tour contract. (examples are only one portion)
- a. Payment is not received by payment deadline
 - b. Application terms and conditions are not met
 - c. If the tour becomes not operable due to obstacles restricting group travel or diseases.
- 12) We shall be accountable for the compensation of damages suffered by the Traveler intentionally or negligently by us, or by our agent who has been engaged by us to make arrangements on our behalf. With regards to damage caused to baggage, we shall compensate the Traveler to a maximum limit of ¥150,000 per Traveler (except in cases where the damage was caused by us intentionally, or was a direct result of our negligence/fault). In cases where the Traveler suffers damage due to unusual and unforeseen circumstances arising due to reasons beyond our control, including, but not limited to acts of God/providence, acts of war, civil commotion, suspension and/or closure of Tour Services such as transport and accommodation facilities, exercises and/or orders from government and other public agencies, and other such circumstances, we shall not be held liable for compensation

Special Compensation

- 13) We shall pay compensation money and solatium of the amount as set beforehand respectively for certain damage caused to the life, body, or baggage of a participating Traveler during the Package Tour, in accordance with the provision of the separate Rules of Special Compensation. Compensation prices are as follows.
- a. Loss of life: 15,000,000 yen
 - b. Hospitalization: 20,000yen ~ 200,000yen (determined by number of days hospitalized)
 - c. Visit to hospitable: 10,000yen ~ 50,000yen
 - d. Baggage damage: up to 150,000yen (Limited to 100,000yen per item)

If damage or injury occurs on a day that is not included in the itinerary of the tour services, compensation will not be applicable as these days are not considered part of the "tour services."

Guarantee of Itinerary

- 14) In cases where a major alteration is made to the tour contents described in chart below as set for by the Standard Form Travel Agent Contract (Subscription Type Package Tour Contract Section), compensation shall be paid for such alterations. The maximum amount of compensation payable by us for such alterations shall be the amount as calculated by multiplying the Tour Price per Traveler for one Package Tour by the percentage set by us in excess of 15%. However, in cases where the amount of compensation per Traveler falls below 1,000 yen, we shall not be obliged to pay compensation for the alteration. The alteration compensation fees are considered a part of the Additional fees set for above in 6).

Monetary Compensation for Alterations

Alterations Requiring Payable Compensation	Percentage per Case (%)	
	Prior to the start of the Tour	After the start of the Tour
(1) Alterations of the starting or final days of the Tour described in the Contract Document	1.5	3.0
(2) Alterations of sightseeing locations or facilities (including restaurants) and other destinations of the Tour	1.0	2.0
(3) Alterations to the class or facilities of Transport Facilities to those of lower rates than those described in the Contract Document (but limited only to cases where the total charged amount for altering the said class and facilities falls below the total amount for that as specified in the Contract Document)	1.0	2.0
(4) Alterations in the class of the transport facilities or in the names of companies as specified in the Contract Document	1.0	2.0
(5) Alterations to different flights at the departure airport and/or destination airport in Japan from those as specified in the Contract Document.	1.0	2.0
(6) Alterations/additions of connecting or indirect flights as needed to supplement/replace direct flights scheduled to fly from Japan to outside of Japan according to the Contract Document	1.0	2.0
(7) Alterations to the type or name of accommodation facilities as specified in the Contract Document	1.0	2.0
(8) Alterations to the conditions of guest rooms as specified in the Contract Document, such as the type of guest rooms, facilities, scenery, etc.	1.0	2.0
(9) Alterations in the items as specified in the tour title of the Contract Document, among the alterations specified in each item listed from 1 through 8 above.	2.5	5.0

Accountability of the Traveler

- 15) In cases where we have suffered damage due to the direct intentions and/or fault of a Traveler, said Traveler shall be required to compensate us for the damage. When the Traveler concludes the Package Tour Contract, the Traveler shall attempt to fully understand the contents of said Package Tour Contract, such as the right and obligations of the Traveler, etc., by utilizing information as provided by us. For the Traveler to receive the Tour Service as planned and described in the Contract Document, after the Tour's start, the Traveler shall promptly inform us, or our business agent or the provider of said Tour Service at the Touring point, if and when the Traveler realizes that the Tour Service being offered differs from that as stated in the Contract Document.

Change of Traveler

- 16) Changes to traveler after booking is made can be made for a 1,000 yen service fee, subject to our consent.

Reporting of an Accident of Incident

- 17) If an accident of incident happens during a tour, please contact the contact information provided on the finalized itinerary as soon as possible. If circumstances limit you from being able to make contact, please make contact as soon as those circumstances change.

Handling of Personal Information

- 18) Personal information obtained from customers shall be used by the Company, within the necessary scope of tour and travel arrangements, to conduct the following business activities: For contacting the customer, for arranging necessary services of the tour contents such as transportation and accommodations,
*Additionally, for introducing the Company's and Company's Partner's products and information, requesting participation opinions and feedback following a tour or event, for requesting participation in surveys, for compiling statistical reports (data used will be processed so that individuals cannot be identified), and other similar uses.
- 19) A portion of the personal data we receive, including name, address, phone number, and mail address may be used to make contact with the customer for purposes such as introducing the customer to our business announcements, upcoming events, new products, etc. (purpose will be stated). Please see our website for more details regarding personal information and our personal information administrator.

Standard Form Travel Agent Contract Terms and Conditions

20) The details not set forth in this document can be found in our Standard Form Travel Agent Contract Terms and Conditions (Subscription Type Package Tour Contract Section). For those that wish to see our Standard Form Travel Agent Contract Terms and Conditions, please make a request. It can also be found on our website.
<http://www.gse-nansatsu.com>

A certified travel supervisor agent is responsible for the operations and transactions at our places of business. If the explanation from a company rep does not answer your questions, please feel free to contact our certified travel supervisor listed below.

Tour Planning & Execution

- Japan Association of Travel Agents (JATA)
- All Nippon Travel Agents Association (ANTA)
Travel Agency (license: Kagoshima 2-175)

Company Name: GSE Corp (南薩観光株式会社)
Address: 5500 Chiran-cho Kori, Minamikyushu-shi, Kagoshima 897-0302
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